



VA WORKFORCE DASHBOARD

ISSUE EIGHT

DECEMBER 20, 2023

Published Monthly on the Last Friday



In this VA Workforce Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in hiring and retaining a world-class, diverse, and inclusive workforce to deliver care, benefits, and services for Veterans, their families, caregivers, and survivors.

Whether you are a Veteran or a civilian, apply to work with a team of committed professionals dedicated to helping our Nation's Veterans.

Take the first step and join VA today. For more information, visit [VA.gov/jobs/](https://www.va.gov/jobs/).

MONTHLY OVERVIEW



Monthly Highlights

- Veterans Health Administration total workforce has grown by +5,797 net new employees (1.4%) in FY24.
- Veterans Benefits Administration total workforce has grown by +702 net new employees (2.2%) in FY24.



Employee Voice

Dr. Christina Flint-Lowe is a home-based primary care nurse practitioner and American Indian/Alaska Native Special Emphasis Program Manager at the Bay Pines VA. She seamlessly blends her service to Veterans with her Native American heritage. As a member of the Poarch Band of Creek Indians, Dr. Flint-Lowe travels to geriatric Veterans' homes, intertwining her cultural connection with her dedicated healthcare service. Balancing advocacy as a nurse practitioner and Special Emphasis Program Manager, she manages expectations while prioritizing the needs of those around her, expressing gratitude for leadership opportunities at the VA.



Top Risk

- Delays or termination in use of PACT Act Title IX authorities will have a negative impact on recruitment and retention.

OVERALL VA WORKFORCE OUTCOMES



In this section, we measure the overall current state of VA's workforce with emphasis on growing the workforce to enable VA to expand benefits and care to more Veterans.

VA FY24

(as of 11/30/2023)

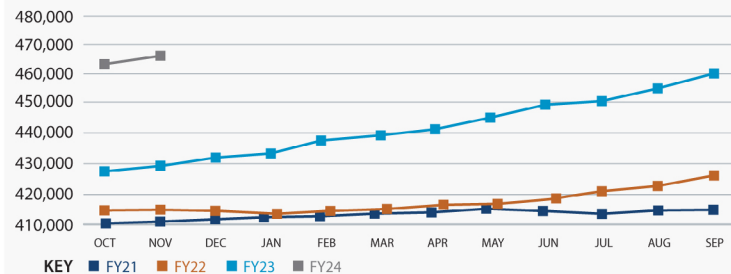
FY24	VA	VHA	VBA	NCA	VACO
Onboards	467,183	413,906	32,501	2,340	16,133
Hires	11,439	10,236	1,047	60	223
Losses	3,805	3,342	345	56	95
Time to Hire	109 Days	115 Days	50 Days	72 Days	118 Days

VA Cumulative Onboard

(as of 11/30/2023)

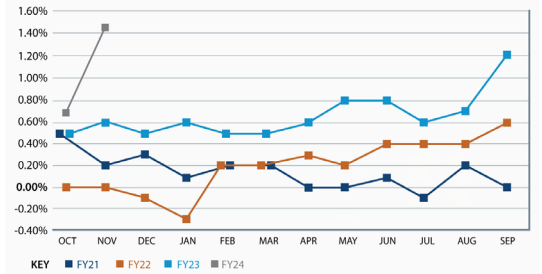


Total VA Onboards
467,183



VA Percentage Growth Onboard

(as of 11/30/2023)



VA Hiring FY23 vs. FY24

(10/01/2022-11/30/2022 as compared to 10/01/2023-11/30/2023)

Same Period Last Year (SPLY)

+2% SPLY
Announcements

+17% SPLY
Applications

+4% SPLY
Certificates

+33% SPLY
Selections

+5% SPLY
Entries on Duty

In this section, we measure success in hiring and retaining highlighted occupations, both those with direct Veteran serving roles as well as critical Human Resource (HR) and Information Technology (IT) support. For these occupations, we show progress toward our end of year (EOY) onboard goal, our time to hire, and retention.

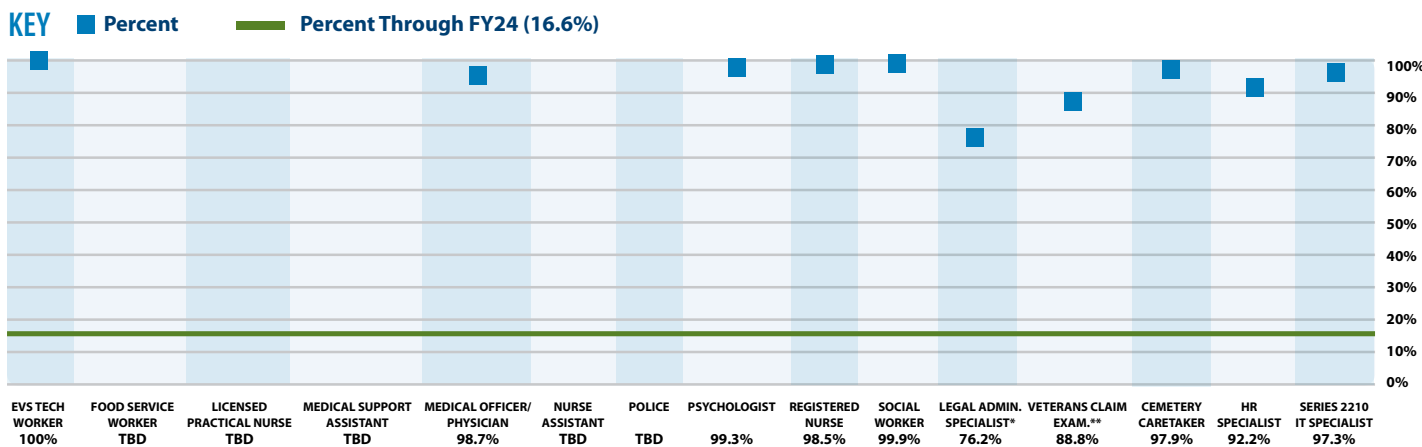
FY24 Actuals vs. Goal EOY Onboards for Highlighted Occupations (as of 11/30/2023)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
VHA	VHA Overall	413,906	TBD	TBD*
	VHA MCOs Total	146,570	91.2%	160,713
	VHA Additional Key Specialties Total	88,012	TBD	TBD*
VBA	VBA Overall	32,501	89.3%	36,384
	VBA MCOs Total	23,154	87.0%	26,606
NCA	NCA Overall	2,340	TBD	TBD*
	NCA MCOs Total	695	97.9%	710
HR	HR MCOs Total**	8,945	91.5%	9,781
IT	OIT Overall	7,996	96.7%	8,270
	Series 2210 IT Specialist Total***	7,563	97.3%	7,775

MCO: Occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.
 *VA will update these targets when the full FY24 budget is known. **HR positions Enterprise-wide ***IT Specialist positions Enterprise-wide

ORGANIZATION	OCCUPATION	ONBOARD	GOAL ONBOARD	ON TRACK
VHA	VHA EVS TECH/CUSTODIAL WORKER	12,479	12,411	✓
	VHA FOOD SERVICE WORKER	4,549	TBD*	TBD
	VHA LICENSED PRACTICAL NURSE	15,458	TBD*	TBD
	VHA MEDICAL SUPPORT ASSISTANT	37,043	TBD*	TBD
	VHA MEDICAL OFFICER/PHYSICIAN	29,178	29,555	✓
	VHA NURSE ASSISTANT	14,342	TBD*	TBD
	VHA POLICE	4,141	TBD*	TBD
	VHA PSYCHOLOGIST	7,095	7,146	✓
	VHA REGISTERED NURSE	89,949	91,238	✓
	VHA SOCIAL WORKER	20,348	20,363	✓
VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,997	3,931	✓
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	19,660	22,145	✓
NCA	NCA CEMETERY CARETAKER	695	710	✓
HR	VA HR SPECIALIST	8,816	9,561	✓
IT	VA SERIES 2210 IT SPECIALIST	7,702	7,914	✓






*VA will update these targets when the full FY24 budget is known.



*E.g., Call Center Personnel **E.g., Claims Processing Personnel






Highlighted Occupations Time to Hire


(as of 11/30/2023)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	119
	VHA FOOD SERVICE WORKER	106
	VHA LICENSED PRACTICAL NURSE	119
	VHA MEDICAL SUPPORT ASSISTANT	91
	VHA MEDICAL OFFICER/PHYSICIAN	141
	VHA NURSE ASSISTANT	104
	VHA POLICE	132
	VHA PSYCHOLOGIST	151
	VHA REGISTERED NURSE	121
	VHA SOCIAL WORKER	120
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	66
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	44
 NCA	NCA CEMETERY CARETAKER	81
 HR	VA OVERALL HR SPECIALIST	67
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	141

Retention Rates for Highlighted Occupations

(as of 11/30/2023)


ORGANIZATION	OCCUPATION	NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS
 VHA	VHA EVS TECH/CUSTODIAL WORKER	55.6%
	VHA FOOD SERVICE WORKER	54.7%
	VHA LICENSED PRACTICAL NURSE	64.4%
	VHA MEDICAL SUPPORT ASSISTANT	68.3%
	VHA MEDICAL OFFICER/PHYSICIAN	77.5%
	VHA NURSE ASSISTANT	59.1%
	VHA POLICE	67.6%
	VHA PSYCHOLOGIST	80.6%
	VHA REGISTERED NURSE	73.0%
	VHA SOCIAL WORKER	80.1%
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	52.0%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	72.0%
 NCA	NCA CEMETERY CARETAKER	53.6%
 HR	VA OVERALL HR SPECIALIST	71.4%
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	86.7%

 **In this section**, we measure factors influencing employees to leave VA across several key occupations. The exit survey is voluntary and is administered to employees departing VA (not including those who may be transferring from one job to another within VA).

JOB FAMILY/OCCUPATIONS (as of 11/30/2023)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	REASONS FOR LEAVING
Medical and Dental	537	80%	83%	Personal Matters, Relocation, Poor Working Relationship, Insufficient Pay, Job Stress
General Administration	166	77%	82%	Change Careers, Personal Matters, Health Issues, Lack of Trust/Confidence, Job Stress
Psychologists*	—	—	—	—
Social Workers	64	67%	68%	Personal Matters, Lack of Trust/Confidence, Poor Working Relationship
HR Specialists and HR Assistants*	—	—	—	—
Cemetery Caretakers*	—	—	—	—
Veterans Claim Exam. (e.g., Claims Processing Personnel)*	—	—	—	—
Contracting Officers*	—	—	—	—
IT Specialists*	—	—	—	—
All Occupations	1,562	78%	81%	Personal Matters, Change Careers, Relocation, Job Stress, Insufficient Pay

*Data for these occupations is not available (—) because sample size is <30 responses.

PACT ACT TITLE IX AUTHORITIES

 **In this section**, we measure VA’s success in implementing important authorities given to VA through the PACT Act. While these authorities were provided in the PACT Act, applying the authorities impacts the overall workforce, which is why we have included this section in the VA Workforce Dashboard. The data below represents the number of personnel actions arising from the implementation of each of these important authorities.


In this section, we also report on contract buy-outs. A contract buy-out is the authority to buy out service contracts for certain non-VA health care professionals in exchange for employment at a rural or highly rural VA medical facility.

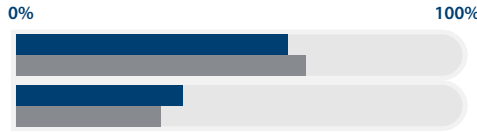
AUTHORITIES	FY23	FY24	CAP
Student Loan Repayment	1,034	193	N/A
Special Contribution Awards	49,711	3,027	N/A
Retention Incentives	49,169	4,332	N/A
Recruitment Incentives	8,726	1,644	N/A
Critical Pay Positions	159	159	200
College Graduates	66	0	194
Post-Secondary Students	5	0	43
Critical Skills Incentives	27,155	11,032	N/A
Contract Buy Out NEW	4	4	N/A



In this section, we measure the demographics of VA's workforce. VA is committed to growing a diverse workforce and cultivating an inclusive work environment. To learn more about VA's workforce, please visit [Workforce Analysis - Office of Resolution Management, Diversity, and Inclusion \(ORMDI\) \(VA.gov\)](#). In the tables that follow, in compliance with OPM's guidance for human resources data, VA's demographic data is collected on a voluntary basis and is based on self-identification. However, we recognize that the demographic categories do not reflect the lived experience of all our Employees. As we continue to enhance the dashboard, we will seek to include sexual orientation and gender identity where Employees may choose to share that information with VA.

GENDER

 GENDER	ONBOARD	HIRES
FEMALE	63.9%	66.8%
MALE	36.1%	33.2%




VETERAN STATUS

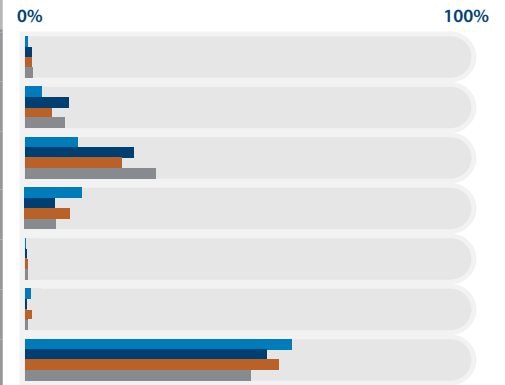
VA WORKFORCE
25.76%

UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY


FY22 FY23
96 114

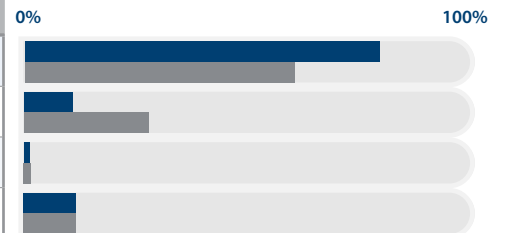
RACE/ETHNICITY

 RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2010)	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
AMERICAN INDIAN/ALASKA NATIVE	0.6%	1.6%	1.6%	1.8%
ASIAN	4.7%	9.2%	6.8%	8.6%
BLACK/AFRICAN AMERICAN	13.1%	25.5%	18.4%	30.0%
HISPANIC/LATINO	13.4%	7.4%	9.9%	7.7%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.7%
TWO OR MORE RACES	2.1%	0.4%	2.7%	0.4%
WHITE	66.0%	55.3%	60.0%	50.7%




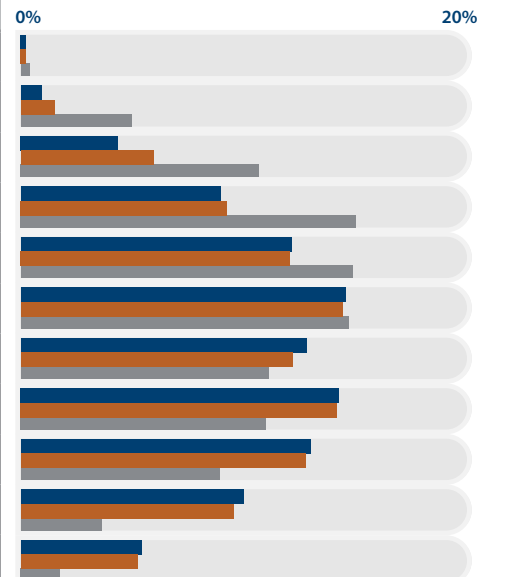
DISABILITY STATUS

 DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	76.0%	60.1%
NOT IDENTIFIED	11.9%	28.2%
TARGETED	2.6%	2.7%
REPORTABLE	12.1%	11.7%



AGE

 AGE	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
<20	0.1%	0.1%	0.5%
20-24	1.3%	2.1%	4.8%
25-29	4.5%	5.9%	10.6%
30-34	8.8%	9.2%	15.5%
35-39	12.9%	12.8%	15.9%
40-44	14.7%	14.4%	15.0%
45-49	13.5%	12.9%	12.0%
50-54	14.8%	14.0%	11.6%
55-59	13.6%	13.6%	8.2%
60-64	10.0%	9.5%	3.9%
65+	5.8%	5.5%	2.1%



Page One

Metric/Term

VA FY24 Overall

Definition

This chart tracks VA overall workforce outcomes. These numbers exclude about 10,000 intermittent, non-pay, and medical resident and trainee employees.

Due to minor differences in data pulls and updates, component totals do not sum to VA total.

Onboards

This metric identifies the number of employees onboard during the time period identified. Onboards for each organization reflect a number of specific considerations with respect to funding source. For example, the IT overall onboards reflects all funding sources (not just IT appropriated funds).

Hires

This metric identifies new hires from outside VA.

Losses

This metric identifies individuals who have separated from the respective VA Administration.

Time to Hire

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

VACO

This acronym stands for VA Central Office.

Cumulative Onboard

This metric identifies the total number of VA employees onboard.

Percentage Growth Onboard

This metric identifies the percentage the workforce grown month-over-month.

Announcements

This metric identifies the number of announcements posted to USA Staffing during the time period.

Applications

This metric identifies the number of applications received to postings during the time period.

Certificates

This metric represents the number of hiring certificates issued during the time period.

Selections

This metric identifies the number of selections that were made during the time period.

Entries on Duty

This metric identifies the number of VA employees with an EOD (Entry on Duty) date within the time frame.

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Metric/Term

Mission Critical Occupation (MCO)

Definition

This term identifies occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.

VHA Additional Key Specialties

This metric identifies VHA occupations not included as MCOs. VHA Additional Key Specialties include Licensed Practical Nurses, Nursing Assistants, Medical Support Assistants, EVS Tech/Custodial Worker, Food Service Workers, and Police.

Percent of Goal

This metric identifies the percentage the Administration is towards its onboard goals for its respective MCOs. It is the percentage of the Current Onboards divided by the EOY Goal for Onboards. For HR specialists and IT specialists, this metric shows VA-wide progress toward the end of year goal.

EOY Goal for Onboards

This metric identifies an Administration's MCOs onboard goal to be satisfied by the end of the fiscal year.

On Track

The metric identifies whether an occupation is on target to meet end of year onboard goals. The occupation is on track if the blue percentage line is above the yellow line.

Goal Onboard

This metric identifies the end of year onboard count targets for a specific occupation.

Percent (MCO chart)

This metric identifies the percentage of onboards for a specific occupation in relation to the end of the fiscal year onboard goals.

Percent Through FY24

This metric identifies the number of days in the fiscal year by percent.

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Metric/Term

Time to Hire

Definition

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

New Hire Retention for First 2 Years Onboards

This metric identifies the percent of new hires to the VA after 2 years. Retention rates are calculated separately by each Administration. VA is continuing to build out retention rates across a broader section of occupations.

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Metric/Term

Exit Survey

Definition

This metric identifies that Exit Surveys are provided to employees who voluntarily separate from VA. Voluntary separations include voluntary retirements, resignations, and termination of temporary, term, and time-limited appointments. This does not include conduct or performance-based actions or employees transferring to another administration, office, or facility and staying within VA.

PACT Act Title IX Authorities

This term refers to the Authorities in the PACT Act specific to improvement of the VA's workforce. The relevant workforce sections are found in Title IX, sections 901 to 909.

Pre-PACT Act

This term identifies the time period before the PACT Act was signed into law. The term measures the same period as last year (SPLY) when compared to the Post-PACT Act column.

Post-PACT Act

This term identifies the time period after the PACT Act was signed into law. The term measures the identified time period and is compared with the same period as last year in the Pre-PACT Act column.

CAP

This metric identifies the statutory caps on relevant authorities in Title IX.

Student Loan Repayment

This metric identifies that federally insured student loans may be repaid as a recruitment or retention incentive for candidates or current employees.

Special Contribution Awards

This metric identifies the monetary awards for any special contribution, act, service or achievement that benefits VA or the Federal Government in accordance with the guidelines in VA Handbook 5017.

Retention Incentives

This metric identifies the compensation flexibilities to help the recruitment and retention of the federal workforce. These numbers only reflect new retention incentives allocated in the designated time period, and do not include continuing retention incentives.

Critical Pay Positions

This metric identifies the positions with a high level of expertise in a field deemed as critical to the agency's mission may be granted authority to fix the rate of basic pay at a higher rate upon request by agency head to OPM.

College Graduates

This metric identifies the College Graduate Hiring Authority which allows agencies to use strategic recruiting to hire recent college graduates to fill professional and administrative positions at GS-11 level and below. (The authority was established by Public Law 115-232 and is codified at 5 U.S.C. 3115.)

Post-Secondary Student

This metric identifies the Hiring Authority for Post-Secondary Students which allows agencies to hire certain post-secondary students into positions at specified grades in the competitive service. The intended effect of the authority is to provide additional flexibility in hiring eligible and qualified individuals.

Contract Buy Out (NEW)

A contract buy-out is the authority to buy out service contracts for certain health care professionals in exchange for employment at a rural or highly rural VA medical facility. The metric includes the number of contract buy-outs executed during fiscal year 2023 and fiscal year 2024 to date. An executed contract buy-out includes a fully signed memorandum of agreement and service agreement.

Critical Skills Incentive

This metric identifies the pay given to employees with skills directly related to their high demand or at shortage positions that serve a mission-related need of the Department, as determined by the Secretary of VA.

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Targeted Disability

These are the most severe disabilities including blindness, deafness, partial and full paralysis, missing extremities, dwarfism, epilepsy, intellectual disabilities, and psychiatric disabilities. Goal = 2%

Reportable Disability

An individual with a disability: A person who (1) has a physical or mental impairment which substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. Goal = 12%

Relevant Civilian Labor Force

The Relevant Civilian Labor Force (RCLF) consists of all U.S. citizens 16 years of age and over, excluding those in the Armed Forces, who are employed in or unemployed and seeking employment in VA specific occupations. When the organization has a presence in Puerto Rico, the population of Puerto Rico is included.

Utilization of Military Spouse Hiring Authority

The number of employees appointed to a position during the designated fiscal year using the non-competitive hiring authority for military spouses. VA has an annual reporting requirement to the Office of Personnel Management under the National Defense Authorization Act.